

Chatham-Kent Public Library

Accessibility Policy

Purpose

The purpose of this policy is to demonstrate how Chatham-Kent Public Library (CKPL):

1. Is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
2. Integrates with the policies established by the Municipality of Chatham-Kent for the purposes of being in compliance with the AODA.

Definitions

“AODA” means the Accessibility for Ontarians with Disabilities Act, 2005

“Assistive Device” means a device used to assist persons with disabilities in carrying out activities or in accessing Library services

“Disability” or “Disabilities” means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device, an intellectual development disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Library” means the Chatham-Kent Public Library (CKPL)

“Municipality” means the Municipality of Chatham-Kent

“Service Animal” means any animal used by a person with a disability for reasons related to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

“Support Person” means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to Library services.

Content

CKPL follows the policies established by the Municipality of Chatham-Kent for areas referenced by the AODA.

CKPL follows the Municipality of Chatham-Kent Accessible Customer Service Policy, the Integrated Accessibility Standards Policy and the Facility Accessibility Design Standards.

CKPL reports on the measures the Library has taken to identify, remove and prevent barriers and promote free movement of persons with disabilities by contributing to the Annual Municipal Accessibility Plan and Report.

Accessibility Plan

The Municipality of Chatham-Kent will develop, maintain, and document an Integrated Accessibility Standards Plan outlining its strategy to prevent and remove barriers from its workplace and to meet its requirements under the AODA.

The Integrated Accessibility Standards Plan will be reviewed and updated in consultation with the Chatham-Kent Accessibility Advisory Committee (AAC) at least once every five years, and will be posted on the Municipality of Chatham-Kent's website. The Library will provide a link to the Municipal Accessibility section on the Municipal website.

The Library participates on the Municipal Integrated Accessibility Standards committee responsible for updates and annual reports. The Library prepares annual status reports on the progress of measures taken to implement the Municipality of Chatham-Kent's strategy outlined in its policy and report this progress to the Municipality's Integrated Accessibility Standards committee. Status reports will also be made available in an accessible format upon request.

Upon request, the Library will provide a copy of the Municipality of Chatham-Kent's Integrated Accessibility Standards Plan in an accessible format.

Accessible Formats and Communication Supports

CKPL offers a wide range of materials in alternate formats for customers with visual impairments, physical disabilities, and learning disabilities, and is registered with the Centre for Equitable Library Access (CELA).

Upon request, the Library will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner

that takes into account the person's accessibility needs due to disability where practicable.

The Library will consult with the person making the request in determining the suitability of an accessible format or communication support.

The Library will also notify the public about the availability of accessible formats and communication supports.

Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from Library services. Exceptions may occur in situations where the Municipality has determined that the assistive device may pose a risk to the person with the disability or others on the premises.

The Library will make reasonable efforts to facilitate the use of assistive devices that enable people with disabilities to use the Library's services. The Library offers a range of assistive devices to help meet the reading needs of people with disabilities.

Communication with Persons with Disabilities

When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability. When providing an administrative or communication document to a person with a disability, the Library will provide the document, or the information contained on the document, in a format that takes the person's disability into account.

CKPL will provide library materials in multiple accessible formats where available and practicable.

Employment Standards

The Library follows all Employment Standards as set out by the Municipality. Refer to the Municipal Integrated Accessibility Standards Policy.

Facility Accessibility Design Standards (FADS)

The Library follows the Facility Accessibility Design Standards as set out in the Municipal Facility Accessibility Design standards where Section 4.5.6 specifically addresses Library Design.

Feedback Process

Feedback from a member of the public about the delivery of Library Services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods to the CEO/Chief Librarian or designate. Refer to the Municipality of Chatham-Kent Accessible Customer Service Policy.

Notice of Temporary Disruptions in Services and Facilities

In the event of temporary disruptions in services and facilities, the Library will make reasonable efforts to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative services or facilities, if any, that may be available. The Library will make reasonable efforts to provide prior notice of planned disruption if possible. In an unplanned temporary disruption, the Library shall provide notice as soon as possible.

When temporary disruptions occur, the Library will provide notice by posting in a prominent place on site and/or on the CKPL website and by any other method that may be reasonable under the circumstances.

Procuring or Acquiring Goods, Services or Facilities

The Library follows all procurement policies of the Municipality.

The Library will ensure that accessibility criteria and features are incorporated when it procures or acquires goods, services or facilities, except where it is not practicable to do so. Where it is impracticable to incorporate accessibility criteria and features, CKPL will provide an explanation upon request.

Self-Service Kiosks

The Library will incorporate accessibility features and will have regard to accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

Service Animals

Persons with a disability may enter Library facilities accompanied by a service animal and keep the animal with them if the animal is not otherwise excluded by law. If a service animal is excluded by law, the Library will ensure that alternate means are available to enable the person with a disability to access Library services.

Support Persons

A person with a disability may enter the Library with a support person and have access to the support person while on the premises.

The Library may require a person with a disability to be accompanied by a support person while at the Library in situations where it is necessary to protect the health or safety of the person with the disability or others on the premises.

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Background Documents: Municipality of Chatham-Kent Accessible Customer Service Policy, Integrated Accessibility Standards Policy, and Facility Accessibility Design Standards

For more information or alternative formats of this document, please email cklibrary@chatham-kent.ca.